

## COVID 19 Urgent Dental Care Pack

In these unprecedented times, dental professionals are asked to pull together and work as a collaborative group both within dental care services and out into the wider healthcare services.

With this in mind, the NHS England and Improvement, South West Region have set out the provision of urgent dental services to be implemented. A further Standard Operating Procedure (SOP) will follow.

The documentation included in this pack gives information for dentists to provide a triage service to place patients into an Urgent Dental Care Pathway and then onward referral if appropriate for clinical management. Additionally, the different Microsoft Forms included have been created and will allow for monitoring and ongoing improvement of the service to help support the team and adapt to the COVID- 19 response in the South West.

In light of the challenges this will cause and in order to manage the expectations of patients, It will be important to understand what can be achieved with urgent care provision, the individual needs of every patient will need to be carefully addressed at every interaction.

For ongoing questions, we would encourage you to place them with your LDC's whom we have regular communications with.

Cornwall and Isles of Scilly LDC <https://www.cornwall-ios-ldc.co.uk/contact/>

Devon LDC <https://devonldc.org/contact/>

Somerset LDC <http://www.somersetldc.org/contact-us/>

Dorset LDC <https://www.dorsetldc.org/contact-us/>

Avon LDC <https://www.avonldc.org.uk/contact/>

Gloucestershire LDC <http://gloucestershireldc.co.uk/contact-us/>

Wiltshire LDC <https://www.wiltslldc.co.uk/contact.htm>

The enclosed pack includes:

- Urgent care pathway version 6.10\_02.04.2020
- SOP\_COVID-19 Hub\_Urgent Dental Treatment\_v1.5\_02.04.2020
- [Patient Telephone Triage](#) - Patient Telephone Triage
- [Patient Outcome Form](#) - Outcome form from hub
- Patient flow diagram - Urgent Dental Care



Can we ask that you review and ensure that you are clear on the urgent care pathway referral route and that the forms open on your computer for completion.

